



issuing from the engine, in response to the receipt of the first call management
message at the engine, a second call management message specifying a DTMF sequence
for provision to the network to cause the network to initiate the establishment of the one
of the first connection and the second connection.

1 2. A method according to claim 1, wherein the first call management message is is-
2 sued from the another called device to the engine.

1 3. A method according to claim 1, further comprising:
2 receiving at the another called device the second call management message; and
3 in response receipt of the second call management message at the another called
4 device, providing from the another called device to the network the DTMF sequence.

1 5. A method according to claim 1, wherein the first connection is for facilitating a
2 call transfer operation.

1 6. A method according to claim 1, wherein the second connection is for facilitating a
2 call conferencing operation.

1 7. A method according to claim 1, wherein the one called device and the another
2 called device each comprise a respective ACD, and the network is a public switched tele-
3 phone network.

1 8. A method according to claim 4, further comprising:
2 in response to the receipt of the second call management message at the another
3 called device, terminating the third connection.

1 9. A call management apparatus, comprising:
2 a call routing engine that receives a first call management message for causing the
3 engine to initiate establishment of one of a first connection and a second connection, the

1 12. An apparatus according to claim 11, wherein the another called device provides
2 DTMF sequence to the network via a third connection that existed, via the network, be-
3 tween the another called device and the calling device prior to the receipt of the first call
4 management message by the engine.

1 13. An apparatus according to claim 9, wherein the first connection is for facilitating
2 a call transfer operation.

1 14. An apparatus according to claim 9, wherein the second connection is for facili-
2 tating a call conferencing operation.

1 15. An apparatus according to claim 9, wherein the one called device and the another
2 called device each comprise a respective ACD, and the network is a public switched tele-
3 phone network.

1 16. An apparatus according to claim 11, further comprising:
2 in response to the receipt of the second call management message at the another
3 called device, the another called device initiates termination of a previously-established
4 connection between the calling device and the another called device.

1 17. A call management system, comprising:
2 means for receiving at the engine a first call management message for causing the
3 engine to initiate establishment of one of a first connection and a second connection, the
4 first connection being via a public network and also between one called device and a
5 calling device, the second connection being via the network and also being among the
6 calling device, the one called device, and another called device, the calling device being
7 previously connected to the another called device via the network prior to receipt of the
8 message at the engine; and

1 18. A system according to claim 17, wherein the first call management message is
2 issued from the another called device to the engine.

1 20. A system according to claim 19, wherein the DTMF sequence is provided to the
2 network from the another called device via a third connection that existed, via the net-
3 work, between the another called device and the calling device prior to the receipt of the
4 first call management message at the engine.

1 21. A system according to claim 17, wherein the first connection is for facilitating a
2 call transfer operation.

1 23. A system according to claim 17, wherein the one called device and the another
2 called device each comprise a respective ACD, and the network is a public switched tele-
3 phone network.

1 24. A system according to claim 19, further comprising:
2 means for, in response to the receipt of the second call management message at
3 the another called device, terminating a previously-established connection between the
4 calling device and the another called device.

25. Computer-readable memory comprising computer-executable program instructions for use in call management, the instructions, when executed, causing:

receiving at the engine of a first call management message for causing the engine to initiate establishment of one of a first connection and a second connection, the first connection being via a public network and also between one called device and a calling device, the second connection being via the network and also being among the calling device, the one called device, and another called device, the calling device being previously connected to the another called device via the network prior to receipt of the message at the engine; and

issuing from the engine, in response to the receipt of the first call management message at the engine, of a second call management message specifying a DTMF se-

1 26. Memory according to claim 25, wherein the first call management message is is-
2 sued from the another called device to the engine.

3 receiving at the another called device of the second call management message;

5 in response receipt of the second call management message at the another called
6 device, providing from the another called device to the network of the DTMF sequence.

1 28. Memory according to claim 27, wherein the DTMF sequence is provided to the
2 network from the another called device via a third connection that existed, via the net-
3 work, between the another called device and the calling device prior to the receipt of the
4 first call management message at the engine.

1 29. Memory according to claim 25, wherein the first connection is for facilitating a
2 call transfer operation.

1 30. Memory according to claim 25, wherein the second connection is for facilitating a
2 call conferencing operation.

1 31. Memory according to claim 25, wherein the one called device and the another
2 called device each comprise a respective ACD, and the network is a public switched tele-
3 phone network.

1 32. Memory according to claim 27, wherein the instructions, when executed, also
2 cause:
3 in response to the receipt of the second call management message at the another
4 called device, terminating of a previously-established connection between the calling de-
5 vice and the another called device.

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